

## Permitting System Help Guides

### TOPIC: Accela Citizen Access (How to Apply for a Permit Online)

*Accela Citizen Access (ACA) allows the public to check the status of permits, conduct research, and perform other tasks online, such as apply for permits or schedule inspections (refer to specific business units for details). This Help Guide focuses on the process for applying for a building permit.*

The Building Division accepts applications for permits to replace residential water heaters, gas line repairs, lawn sprinkler installations, electric heat pump replacement or repair, window replacement, or roof-mounted solar photo voltaic installations online.

### Directions:

Go to the Accela Citizen Access home page (<https://publicservices.sdcountry.ca.gov/CitizenAccess/>) and click the “**Apply for a Record**” link in the PDS section of the online portal.

The screenshot shows the County of San Diego's online portal. At the top, there are navigation tabs: Home, APCD, DEH, PDS, and DPW. Below the tabs, a welcome message states: "Welcome to the County of San Diego's online Portal. This system enables customers of San Diego County to: 1. Research information. 2. View and track the status of your application." On the right side, there is a "Login" section with fields for "User Name or E-mail:" and "Password:", a "Login »" button, a checkbox for "Remember me on this computer", and links for "I've forgotten my password" and "New Users: Register for an Account". On the left side, there are four sections: "General Information" with links for "Lookup Property Information" and "Search for a Licensee"; "APCD" with a link for "Search APCD Records"; "PDS" with links for "Apply for a Record" (highlighted with a red circle) and "Search Applications"; and "DPW" with a link for "Search Applications".

You will be taken to the online disclaimer page. After reading the General Disclaimer, check that you have read and accepted the terms and click the **Continue Application** button.

[Continue Application »](#)

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**Step 1 Location of Work:** Enter either the Assessor Parcel Number (APN) or the address of the property for which you are applying for a permit and click search. The APN can be found on your tax bill.

*Please note that Planning & Development Services' jurisdiction extends to the unincorporated areas only. If your property is in an incorporated city, please visit their website for more information.*

### Residential Alteration or Addition - Plan Check-Permit



#### Step 1 : Location of Work > Enter the Address or Parcel

Enter as much of the address as you know or the Assessor Parcel Number (APN) and search and select.

Enter the Address or Assessor Parcel Number (APN) where the work is to

Street #.:	Street Name:	Street Type:
<input type="text"/>	<input type="text"/>	--Select--
<input type="button" value="Search"/> <input type="button" value="Clear"/>		

Parcel

Enter the full Assessor Parcel Number in format **123-456-78-90** with no trailing spaces. The APN is displayed on your property tax bill. Search by address only if the APN is not available.

* Parcel Number:	Domain:	Special Area Regulations:
<input type="text"/>	<input type="text"/>	<input type="text"/>
Use Regulation:		

Click the **Search** button at the bottom of the form.

If your search does not return the expected results, click the **Clear** button, enter new criteria and search again.

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If there are multiple search results, they will be displayed below your search criteria. Click the correct address and corresponding assessor parcel number for the property for which you are applying for the permit.

### 4 search results returned matching your address

Click any of the results below to view more details.

Showing 1-4 of 4

Address	City	State	Zip	Parcel
<a href="#">5201 RUFFIN RD, MASTER,</a>	SAN DIEGO -	CA	99999	369-121-14-00
<a href="#">5201 RUFFIN RD*, SAN DIEGO -</a>	DEFAULT CITY			
<a href="#">DEFAULT CITY SAN DIEGO CA</a>				
<a href="#">99999</a>				
<a href="#">5201 RUFFIN RD, MASTER,</a>	SAN DIEGO -	CA	99999	760-143-45-00
<a href="#">5201 RUFFIN RD*, SAN DIEGO -</a>	DEFAULT CITY			
<a href="#">DEFAULT CITY SAN DIEGO CA</a>				
<a href="#">99999</a>				
<a href="#">5201 RUFFIN RD, MASTER,</a>	SAN DIEGO -	CA	99999	760-226-74-00
<a href="#">5201 RUFFIN RD*, SAN DIEGO -</a>	DEFAULT CITY			
<a href="#">DEFAULT CITY SAN DIEGO CA</a>				
<a href="#">99999</a>				
<a href="#">5201 RUFFIN RD, S. MASTER,</a>	SAN DIEGO -	CA	99999	760-143-99-00
<a href="#">05201#S RUFFIN RD*, SAN</a>	DEFAULT CITY			
<a href="#">DIEGO - DEFAULT CITY SAN</a>				
<a href="#">DIEGO CA 99999</a>				

Click the hyperlinked address (or assessor parcel number) that matches your search criteria and is the correct site information for your permit application.

When the correct parcel information has been found, click the **Continue Application** button.

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**Step 2 Applicant Info:** Enter your information in the **Owner on Application** block of fields. Note that required fields have a red asterisk\* next to the field title. Click the **Continue Application** button when ready.

### Residential Alteration or Addition - Plan Check-Permit

1 Location of Work	2 Applicant Info	3 Additional Contacts	4 Work Type	5 Upload
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#### Step 2 : Applicant Info > Enter Owner on Application

Fill in all required fields and enter any additional information needed.

#### Owner on Application

Fill in all required fields and any additional information.

* First Name:	* Last Name:	
<input type="text" value="John"/>	<input type="text" value="Public"/>	
Organization Name:		
<input type="text"/>		
* Address:		
<input type="text" value="1234 Main Ave., Suite B"/>		
* City:	* State:	* Zip:
<input type="text" value="San Diego"/>	<input type="text" value="CA"/>	<input type="text" value="92123-"/>
* Primary Phone:	E-mail:	
<input type="text" value="800-555-1212"/>	<input type="text" value="jp@email.org"/>	

<input type="button" value="Search"/>	<input type="button" value="Clear"/>
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At a minimum  
complete all  
required fields

Please ignore the **Search** button.  
Click **Continue Application** once.  
**Owner on Application** entry is  
complete.

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**Step 3 Additional Contacts:** Enter the **PDS Plan Check Contact** and **PDS Permit Contact** information. The **PDS Plan Check Contact** is the person in charge of obtaining all approvals prior to issuance. The **PDS Permit Contact** is the person who will act as the contact while construction takes place after the permit has been issued.

### Residential Alteration or Addition - Plan Check-Permit

1 Address	2 Applicant Info	3 Additional People	4 Work Type	5 Review	6
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#### Step 3 : Additional People > Add Permit Professional

\* indicates a required field.

#### PDS Plan Check Contact

Fill in all required fields and any additional information.

* First:	Middle:	* Last:
<input type="text" value="John"/>	<input type="text"/>	<input type="text" value="Smith"/>
Organization Name: <input type="text"/>		
* Address: <input type="text" value="1234 Main St"/>		
* City:	* State:	* Zip:
<input type="text" value="Mainville"/>	<input type="text" value="CA"/>	<input type="text" value="92123-"/>
* Primary Phone:	* E-mail:	
<input type="text" value="888-888-8888"/>	<input type="text" value="sfjksdj@ksfjsdkj.com"/>	

All fields with an \* must be completed to continue the application.

Clear

This will clear all entries in this section.

#### PDS Permit Contact

Fill in all required fields and any additional information.

* First:	Middle:	* Last:
<input type="text" value="John"/>	<input type="text"/>	<input type="text" value="Smith"/>
Organization Name: <input type="text"/>		
* Address: <input type="text" value="1234 Main St"/>		
* City:	* State:	* Zip:
<input type="text" value="Mainville"/>	<input type="text" value="CA"/>	<input type="text" value="92123-"/>
* Primary Phone:	* E-mail:	
<input type="text" value="888-888-8888"/>	<input type="text" value="djfkljskl@sjkdfjsdkl.com"/>	

This will clear all entries in this section.

Clear

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The **Licensed Contractor** section should only be completed if a California State License Board (CSLB) licensed professional will be performing the work. If so, select **CSLB Contractor** from the **License Type** drop-down. Enter the contractor's CSLB license number and address information, and click **Continue Application**.

### Licensed Contractor

If this project is Owner-Builder then this section should be left blank. If there is a CSLB Contractor associated with the project then please select CSLB Contractor as the License Type and complete the applicable fields in this section.

The screenshot shows a web form for a Licensed Contractor. The form is enclosed in a red rectangular border. At the top left, there is a dropdown menu for "License Type" with "CSLB Contractor" selected. To its right is a text field for "State License Number" containing "12345". Below these are three text fields for "First", "Middle", and "Last" names, with "John", "", and "Doe" respectively. Further down is a text field for "Name of Business:". Below that is a text field for "Address Line 1:" containing "6056 Baseline rd., #155". Below that are fields for "City:" (Mesa), "State:" (CA), and "Zip:" (92123-). At the bottom is a text field for "Business Phone:" containing "858-565-5920".

Two red callout boxes with arrows point to specific parts of the form:

- The first callout box points to the "License Type" dropdown menu and contains the text: "If a contractor will be responsible for the project, you must always select license type **CSLB Contractor**."
- The second callout box points to the "Continue Application »" button and contains the text: "Click **Continue Application** once all contact and professional information has been added."

At the bottom left of the form, there is a "Clear" button.

Please note you can click the clear button to remove all contact information for each section.

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**Step 4 Project Information:** After a **Primary Scope Code** has been selected, the matching default text will auto-populate in the **Use** field. This may take a moment. Please enter the nearest cross street in the **Use** field; this will be used by the inspector to help find the job location. Please make no other edits in this section.

### Project Information

#### APPLICATION INFORMATION

Primary Scope Code: \*

--Select--

--Select--

- 3309 - RES - (Online) Glazing Replacement - No Net Area Change
- 8002 - REN - (Online) RES Roof Mt Solar PV No Meter Upgrade (HRA)
- 8015 - ACC - (Online) Plumbing - HRA Water Heater R&R
- 8016 - ACC - (Online) Plumbing - HRA Gas Line Repairs
- 8017 - ACC - (Online) Plumbing - HRA Sprinkler Inst
- ACC - (Online) Mechanical - HRA Electric Heat Pump/AC R&R

Please enter the nearest cross street, but make no other edits in the **Use** field.

Use:

PLEASE ENTER THE NEAREST CROSS STREET: \_RUFFIN COURT\_

DO NOT EDIT BELOW THIS LINE

Description of Work: HRA (Online Permit) ROOF MOUNT RESIDENTIAL SOLAR PV FOR EXISTING SFD (No Meter Upgrade).

Per Section 1620 (i) of the zoning ordinance, roof-mounted photovoltaic systems shall not extend more than

[spell check](#)

If you are applying for a residential roof mounted solar photovoltaic permit, you will be prompted to enter the system's total size in kilowatts, rounded to the nearest whole number. Please select from the drop-down.

Rounded Kilowatts  
Total System Size -  
Web: \*

15 KW

Click **Continue Application** when ready.

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**Step 5 Upload:** For all projects *except* solar photovoltaic submittals, click **Continue Application** – please do not upload documents. For non-solar photovoltaic projects, please skip to **Step 6 Review** on the next page.

### Step 5 : Upload > Solar Plans (if applicable)

If you are submitting an application for a solar photovoltaic project you must upload one set of solar plans for review or your permit application will not be accepted. **The solar plans must be one PDF document.**

**NOTE:** The file name cannot be greater than 64 characters (including spaces and filename extension).

Please click the **SAVE** button to attach the plans before clicking the Continue Application button.

*For all other applications (non-solar projects) please click the **Continue Application** button to skip this step.*

\* indicates a required field.

Attachment				
Name	Type	Size	Latest Update	Action
No records found.				
<div><div>Browse</div><div>Continue Application »</div></div>				

Click **Browse** to navigate to the single PDF file for the building plans.

For all solar photovoltaic submittals *only*, please upload a single PDF file of the complete plans for the project. Click the **Select Files** button, browse to the file's location, select it and click **Finish**.

File(s): 1	1.45 MB	100%
<div><div>Finish</div><div>Cancel</div></div>		

You *must* click the **Save** button to complete the upload before clicking the **Continue Application** button.

File:  
PLANS\_FOR\_SOLAR\_PV\_06.05.2012.pdf

Description:

spell check

SAVE (click before Continue Application)

Browse

Clear All

Continue Application »

Click **Save** before continuing.



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**Step 6 Review:** Please take a few moments to review each section of your permit application with special attention to the site address, all contact and licensed contractor information. Verify the attachment was saved and click **Continue Application**.

Attachment			
Name	Type	Size	Latest Update
PLANS FOR SOLAR PV 06.05.2012.pdf		1.45 MB	06/25/2013

[Continue Application »](#)

**NOTE:** If you receive an error message as shown below, it is because your project is not in the unincorporated areas of the County of San Diego. Please apply in the city in which the parcel is located.



An error has occurred.  
**ACA5162-Action Cancelled**

We apologize that we cannot process your permit application. The parcel on which this application is being submitted is not in the unincorporated areas of the County of San Diego. Please contact the [jurisdiction](#) in which the parcel is located to submit a permit application.

**Step 7 Application Acceptance:** Please make note of the Record ID assigned to your permit application. You will be notified by e-mail when the application has been reviewed.

### Step 7 : Application Acceptance



We have received your record application and will be reviewing the information you gave us. Please write down your Record ID for future reference. We will contact you when a decision has been made.

Thank you for using our online services.

**Your Record ID is PDS2013-RESALT-003214.**

Write down the Record ID!

Every effort will be made to process your application within one business day. Thank you for using the County of San Diego's online application submittal process.